

# PRINCES HILL PRIMARY SCHOOL

## Communication with School Staff Policy



### PURPOSE

This policy explains how Princes Hill Primary School (PHPS) proposes to manage common enquiries from parents and carers.

### SCOPE

This policy applies to school staff, and all parents and carers in our community.

### POLICY

PHPS understands the importance of providing helpful and timely responses to common enquiries from parents and carers. To ensure that members of our school community are directed to the most appropriate person to assist them, the information below outlines key contacts for common queries:

- to report a student absence, please enter details onto COMPASS
- to report any urgent issues relating to a student on a particular day, please contact the front office on 93895300
- to discuss a student's academic progress, health or wellbeing, please contact your child's Home Group teacher
- to speak to a school leader, please refer to COMPASS for leadership role responsibilities
- to convey a concern, please contact the Assistant Principal on 93895300. Please also refer to our Complaints policy
- to report a potential hazard or incident on the school site, please contact the front office on 93895300
- for parent payments, please enter onto COMPASS
- for all other enquiries, please contact the front office on 93895300/  
[princes.hill.ps@edumail.vic.gov.au](mailto:princes.hill.ps@edumail.vic.gov.au)

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 – 3 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

## REVIEW CYCLE AND EVALUATION

This policy was last updated in 2019 and is scheduled for review in 2023.